

# SHOP talk

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Plant Operations Support Program

Fall 2000

## Outsourcing!

**Issue looms heavy on horizon, but does it really improve the bottomline?**

Story by Bob MacKenzie, photos by Phil Person

Andre Pack is often called upon to assess the prospects of outsourcing in public agencies and educational institutions. The Redmond, Washington-based principal of Pack and Associates — a facilities management consulting firm — has an extensive background in facility condition assessment, organizational evaluations, CMMS procurement assistance and other related areas. He was contracted by San Diego County last year to facilitate that county's outsourcing of certain facility maintenance functions. Instead, Pack's efforts convinced county



**Andre Pack,** of Pack and Associates, provided valuable ways to quantify in-house staff versus outsourcing options during the meeting. He also participated on a panel discussing effective maintenance funding strategies.

leaders to enact a three-year moratorium on outsourcing and, in effect, proved the value of the county's in-house maintenance employees. Pack recently spoke to more than 170 facility professionals during the NASFA Western Regional Meeting in SeaTac, Washington. His presentation was a keynote of the three-day affair and certainly attracted its share of attention. Outsourcing is an issue receiving acclaim or disdain, depending on local,

provincial, state or federal politics and any number of other variables in government circles.

"Unfortunately, most government and educational organizations do not know how much their operations actually cost...the bottomline," said Pack. "So when the specter of outsourcing looms, they are unable to empirically justify their operations and they tend to fall short in formal competitive processes."

Pack was able to quantify the various functions of San Diego County facility maintenance and operations groups and translate

those costs into hard data administrators could understand and compare against outside contractors. Once county administrators were shown the true costs of proposed outsourcing venues, versus functions currently performed by in-house staff, they quickly shelved the idea, "pending further review." Pack and his team placed numerical values on "litmus" functions and compared them against similar services available in the private sector. The results showed that in-house

**"Unfortunately, most government and educational organizations do not know how much their operations actually cost...the bottomline. So, when the specter of outsourcing looms, they are unable to empirically justify their operations and they tend to fall short in formal competitive processes."**

*Andre Pack, Pack and Associates*

staff were providing value equal to or exceeding those available in the San Diego private economy.

"Andre really got people's attention at the NASFA event," said Phil Person, Consortium Facilities Resources Coordinator and meeting attendee. Person agrees with Pack's assertion that public facility managers must become more business savvy if they are to prove their organization's value to budget-conscious executives. In a recent introductory interview published in summer *Shop Talk*, Person emphasized similar concepts.

"Facilities managers are actually running businesses — sometimes small cities and far-flung operations," Person said. "If the facilities manager does not know the bottom line, nor see himself or herself today as a business leader, then the chances are becoming increasingly greater that upper management will outsource the facilities operations to a company which provides that specific service."

Since joining the Consortium staff Person has been asked to evaluate member maintenance operations. He has also pledged to "provide seamless services, while getting out to member sites to really deliver hands-on assistance." It is during those visits that Person sees a common thread.

*Please see Outsourcing, page 8*

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# Your FM Vision

A Shop Talk guest editorial by Rob de Grasse, P.E.

More and more, government executives, managers, and employees are coming to the realization that their organization's facilities are their largest single financial line item (capital & assets.) As facilities managers, the need to have immediate access to critical data is invaluable. New information system software can help, but it is imperative to examine the specific needs of your organization.



**Rob de Grasse, P.E.**

Although you may presently be using a Computerized Maintenance Management System (CMMS), you may also need to contemplate the future applications of that system. Maintenance management is only one of many roles that you are faced

with while preserving and protecting your assets. For example, as a service manager, you are faced with the delivery of a myriad of services that require informational support: space-personnel, information systems/information technology and cable management, to name a few. Software applications that encompass the management of these services beyond the capabilities of a CMMS are referred to as Facility Management Information Systems or Computer Aided Facilities Management.

Purchasing the appropriate management software for your organization is an important decision, and many key components of your facility must be taken into consideration prior to the acquisition of new software. Some of the questions that need to be answered with respect to support may be:

- What is the minimum level of data input required to run the system and what are the data entry/conversion needs?
- What are the informational demands required by the organization, and can the new system deliver them?
- Do you have the suitable server/hardware to host the new software and database?
- Does your department have the support of the organization's information systems/information technology (IS/IT) department in the implementation of such software?

- Does the IS/IT department have the technical staff and expertise to service the type of database for the software being considered, or will your department need additional support personnel?
- Does the software have a comprehensive service agreement?

Once you have examined these key aspects of new system integration, it is necessary to determine how the introduction of the system will affect the overall goals of your department. A clear vision of your goals will be essential in establishing the priorities and steps of implementation.

**Rob de Grasse, P.E., is Director of Operations and Capital Projects at Bellevue Community College, Bellevue, Washington (425) 641-2041, E-mail: rdegrass@bcc.ctc.edu. Rob has a Certificate in Securities & Finance Program (1992); Comprehensive Business Management, and a BSE – Engineering & Management, Royal Military College of Canada (1986). He has served in his present position since 1997 and previously served in a variety of managerial roles. He is a frequent contributor to Shop Talk and has provided outstanding assistance to Consortium members during videoconferences and workshops.**

## The Plant Operations Support Consortium

*New members appear in green and renewing members are listed in gray type. Welcome and thanks on behalf of the Consortium!*

### School Districts

Anacortes  
Cascade  
Central Okanagon, BC  
Chehalis  
Clover Park  
Columbia-Burbank  
Coquitlam, BC  
Delta, BC  
Eatonville  
Enumclaw  
Federal Way  
Issaquah  
Ketchikan, AK  
Lacrosse  
Marysville  
Mission, BC  
Montesano  
Mukilteo  
Northshore  
North Thurston

### Oak Harbor

Ocean Beach  
Ocosta  
Peninsula  
Riverside  
Rochester  
Sequim  
Snohomish  
University Place  
Wenatchee  
White River  
Wishkah Valley

### Universities/Colleges

Bellevue CC  
Big Bend CC  
Clark College  
Columbia Basin  
Cmty Colleges of Spokane  
Highline CC  
Lower Columbia CC

### Renton TC

Skagit Valley College  
The Evergreen State College  
Univ. of Washington

### Municipalities

City of Bonney Lake  
City of Tukwila  
Clark County  
Cowlitz County  
Jefferson County Public Works  
Kitsap County  
Lewis County  
Pierce County  
Whatcom County

### Canada

Attorney General, BC  
Municipality of Peel, ON

### Ports

Port of Anacortes  
Port of Edmonds  
Port of Ephrata  
Port of Longview  
Port of Mattawa  
Port of Olympia  
Port of Pasco  
Port of Ridgefield  
Port of Seattle, SeaTac Airport  
Port of Sunnyside

### States

Alaska  
Idaho Dept. of Admin.  
Oregon Dept. of Admin. Svc.

### Washington State Agencies

Corrections  
Ecology  
General Administration  
Health  
Information Services  
Liquor Control Board  
Military  
Parks & Recreation  
School for the Deaf  
Social & Health Services  
Transportation  
Veterans Affairs  
Washington State Patrol

# New Contract Gives Facility Managers Immediate Access to Environmental Firms

Here's a scenario that just might sound familiar to Consortium overworked, underpaid facility managers. You've just received word that there is some weird type of fluid seeping out of an old tank recently discovered when the blackberry bushes were cut back. You call and ask for guidance and are told, don't worry, be happy...there's a state contract!

What, you say? A state contract that allows me to reach a number of environmental firms easily and not be hassled with specs, RFPs and other usual time burners? What's more, these pre-qualified firms can actually lower their recorded fees to gain a competitive advantage and my continued business?

"That's a big roger, dodger," says Steve Lovaas, Contract Specialist with GA's Office of State Procurement. "We recently awarded a unique, two-year convenience **Contract #30700 - Environmental Consulting Services**, effective September 25, 2000."

The purpose of the contract is to obtain Environmental Consulting Services for

use by any qualified customer of the Office of State Procurement. As a result, customers will have easy access to a pool of pre-qualified environmental consultants available to provide professional expertise and assessments on areas of environmental concern. These assessments are intended to facilitate the customer's ability to respond to these concerns in a timely manner.

Environmental Consulting Services is defined as "the application of professional services and current technology by qualified consultants (usually scientists or people with a background in a specific field) in the identification, review, and assessment of existing or potential sites and/or sources of environmental impact," said Lovaas.

Lovaas said the contract has established a pool of pre-qualified environmental consultants in four available service categories:

- **Planning and Permitting**
- **Waste Management and Remediation**

- **Regulatory Compliance**
- **Natural Resource Management**

Pre-qualified vendors are now available for your immediate use statewide to provide professional expertise and assessments on areas of environmental concern. Vendors are easily accessed via the streamlined PS2 two-tier process. This process, as an abbreviated procurement, can be completed within a matter of days instead of months. The contract meets the state's competitive procurement requirements for personal services and has been filed with the Office of Financial Management. Public agencies in Washington state, which are part of the State Purchasing Cooperative, can leverage the new contract to quickly resolve vexing environmental issues.

**For further details and information on this contract as well as the PS2 two-tier process, contact Steve Lovaas, Contract Specialist, by E-mail: [slovaas@ga.wa.gov](mailto:slovaas@ga.wa.gov) or by phone, (360)-902-7368.**

## Vendor Profile

One of the qualifying firms included in **Contract #30700 - Environmental Consulting Services**, is EHS-International, Inc. (EHSI). Their company profile lists them as a "recognized leader in providing quality environmental engineering and industrial hygiene services to facility owners and managers throughout the Pacific Northwest."

EHSI specializes in facility construction/renovation projects impacted "by the presence of potentially hazardous building materials, as well as indoor air quality concerns, including mold infestations."

"Our technical staff includes professional engineers, a certified industrial hygienist, and environmental specialists who maintain the full range of certifications necessary to undertake all manner of tough projects," said Larry Toimil, EHSI's Principal in Charge. "Asbestos, lead-based paint (LBP), polychlorinated storage tanks, and other regulated hazardous materials are our main focus and we can save Consortium members time and money by way of this new state contract."

**EHS-International Inc. is based in Bellevue, Washington. For further information, contact company staff toll free (800) 666-2959 or E-mail: [EHSintl@nwrain.com](mailto:EHSintl@nwrain.com).**



**Shop Talk** is a quarterly publication of the Plant Operations Support program. The newsletter is intended to be an informative and operationally-oriented medium for public facilities managers. Contents herein are also available on the program's web site at [www.ga.wa.gov/plant](http://www.ga.wa.gov/plant)

We welcome feedback on the newsletter's contents and input from readers. We reserve the right to edit correspondence to conform to space limitations. Bob MacKenzie is program manager and editor (360) 902-7257 or e-mail [bmacken@ga.wa.gov](mailto:bmacken@ga.wa.gov). Special thanks to AnneMarie Bammert, Phil Person and Amanda Leaverton for editing assistance. Plant Operations Support does not make warranty or representation, either expressed or implied, with respect to accuracy, completeness or utility of the information contained herein. Plant Operations Support assumes no liability of any kind whatsoever resulting from the use of, or reliance upon, any information contained in this newsletter.

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Marsha Tadano Long, Director.

To request this information in alternative formats please call (360) 902-7215, or TDD (360) 664-3799.

# Western Regional NASFA Meeting Attracts Diverse Audience

## Hot Button Topics Formed Core of Agenda

Story by Bob MacKenzie, photos by Phil Person

The Western Region Annual Meeting of NASFA was hailed as a success says attendees and staff. The meeting took place Sep. 20-22 in the City of SeaTac, Washington, and included a host of facility-related topics and issues.



*Washington State Patrol Trooper **Barry Kirk**, from Silverlake, bagpiper for the WSP Honor Guard, participated with seven other team members to provide a special welcome during the posting of colors at the NASFA event.*

Washington state played host to the event, which drew more than 178 people from 75 agencies, states, offices and colleges. The lead-organizing agency for the meeting was the Washington state Department of General Administration's Division of Real Estate Services (DRES).

"We planned a 'shirt-sleeves-up' conference guaranteed to stimulate creative, operationally-oriented thinking and maximal sharing of lessons-learned, and a highly motivated and competent committee



***Ron Sisson**, Vice-President, Western NASFA Region, welcomes attendees during opening ceremonies.*

who provided a welcome on behalf her department and of Governor Gary Locke. The agenda was chock-full of hot-button facility-related issues including the Ultimate Purchasing



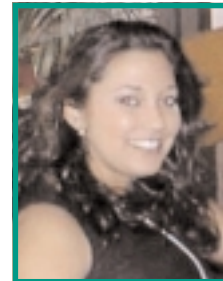
***Bob Bippert**, Assistant Director, Division of Real Estate Services, GA, headed the meeting's organizing committee.*

presenters from varied public sectors provided unprecedented depth and practicality."

The conference was kicked off by the Washington State Patrol's Honor Guard and Marsha Tadano Long, GA's Director,

System; WTO and public facilities security; quantifying in-house staff, evaluating outsourcing options, indoor air quality methods that work, state transportation facility issues and a national energy success story from Wisconsin.

Keynote speakers included Bob Dixon, Siemens-Chicago, addressing the issues of deregulation; Robert Parker, AAF-California, covering indoor air quality methodologies; David Raffin, VFA-Boston, presenting innovative capital budgeting approaches; Bob Branherm, State of Wisconsin, courtesy of Johnson

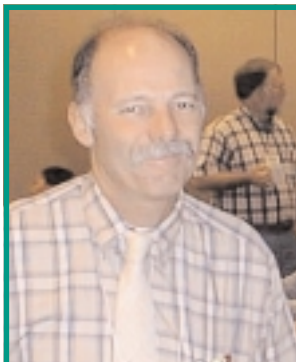


***Felicia Bergman**, an employee with SMED, a meeting sponsor, enjoyed the networking opportunities presented by bringing so many facility management professionals together for the three-day event.*

Controls, addressing his state's award-winning energy model; Pat Kohler, GA-Washington, introducing the Ultimate Purchasing System; and Police Capt. Jim Pugel, Jim Mullen and Ken Parrish, Washington State, addressing the WTO as a facilities security case study.

"This was a tremendously organized and useful conference," said Bob Bourg, a Washington state cost engineer, who both presented at and attended the three-day affair. "NASFA and the Western Region organizing meeting should be commended and the event emulated in the future."

**For further information, contact Mary Briggs, (360) 902-7377 or E-mail: mbriggs@ga.wa.gov.**



*The NASFA event drew participants from many states, including Oregon. **Jim McCain**, an expert on automated maintenance management systems, traveled with several colleagues from Salem to attend the meeting.*

made it happen." said Bob Bippert, Assistant Director, DRES. "Bringing the western states and representatives from so many public sectors together, and combining them with top-notch

Unique conference events included a tour of Safeco Field and attendance at a Mariners baseball game. Sponsors, including Johnson Controls (Platinum); Dupont Flooring and Siemens (Gold); American Air Filters (AAF), Abacus Engineered Systems, VFA, Milliken Carpet, and SMED (Silver), and Pleskow Company and Andre Pack and Associates (Bronze), enthusiastically supported conference sessions and enabled more attendance than would have otherwise been possible.



*Meeting participants were treated to a top-to-bottom tour of Safeco Field in Seattle. Here, **Kameron Durham**, (far right) Safeco Field operations staff, discusses maintenance practices used at the state-of-the-art facility.*

## NASFA Speaker Highlights Wisconsin's Energy Initiative

### Program Saved Taxpayers Money Through Facility Energy Efficiency

By Bob MacKenzie

Robert Brandherm, Secretary of Wisconsin's State Building Commission, flew all the way from Madison to SeaTac, Washington to share how he had led a statewide energy program and captured a national award. His shirt-sleeves-up presentation during the recent Western Region Meeting of the National Association of State Facilities Administrators provided insights into how other states could emulate Wisconsin's success. Wisconsin selected Johnson Controls, Inc. as coordinator of a new program uniting the State of Wisconsin and utilities in a unique effort to increase facility energy efficiency.

Like many states, Wisconsin's energy programs multiplied during the 1970's energy crisis. But during the 1980s, stable energy prices reduced the focus on efficiency and conservation. As a result, state agencies' electricity consumption increased more than 27 percent.

"Under the leadership of Governor Tommy Thompson during the 1990s, energy efficiency was and continues to be a statewide priority," said Brandherm to more than 170 facility administrators at the NASFA event. "By developing the Wisconsin Energy Initiative (WEI), the state saves energy and taxpayer dollars, increases employment and helps improve the environment."

WEI was an ambitious \$50-million, six-year energy conservation program involving the cooperation of government, business and utilities. Its goal was to reduce the rate of electrical energy consumption by 20 percent, and overall energy use by 15 percent, by this year, 2000.

The multi-faceted plan involved projects such as lighting system upgrades, replacing coal with alternative fuels, expanding recycling, and increasing electricity co-generation. The first facilities affected were State Department of Administration and University of Wisconsin system campus buildings.

The key difference between WEI and other state government programs was the simple and immediate transition from energy audits to completed building system modifications. The plan focused on streamlining results. The positive results were achieved quickly by "basically splitting the state in half and hiring two firms, Johnson Controls and Honeywell, to coordinate the energy program functions in that portion of the state," said Brandherm.

"The two reputable companies oversaw the audit-into-action process which included: conducting audits to identify energy saving opportunities; managing all subconsultants, subcontractors and material suppliers; providing installation, materials and

services for selected implementation projects," he said. "They also secured utility rebates and studied subsidies which helped bring project costs down. The state saw the savings in the next utility bill."

WEI is a leader in the nation, exceeding the expectations of the Environmental Protection Agency's "Green Lights" program. *Green Lights* is a voluntary partnership to promote cooperation between the public and private sectors in solving environmental problems through updated lighting technology.

"The state has been able to cost-effectively implement projects in approximately one-tenth the normal time and in half the time mandated by the federal *Green Lights* program," said Brandherm. "The magnitude of the Wisconsin Energy Initiative has created a competitive atmosphere among materials suppliers, contractors and material disposal/recycling companies, resulting in a decrease in implementation costs - which allows Wisconsin to implement additional energy conservation opportunities."

**For further information about the Wisconsin Energy Initiative, contact Scott Harbers, Johnson Controls @ 800-271-7153 or Robert Brandherm @ (608) 266-1031, E-mail: Robert.Brandherm@doa.state.wi.us**

## The University of Wisconsin, Madison.



## Ultimate Purchasing System Unveiled as Facility Manager's 'Dream'

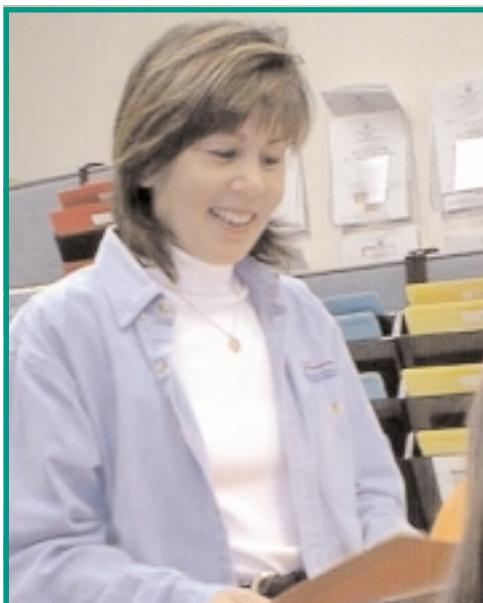
by Amanda Leaverton, POS Staff Intern

You're shopping on a Wednesday afternoon, but you're still on the clock. In fact, you haven't even left your office. You've selected a new power tool for your mechanical shop, two reference books for your customer service center, twenty PC's on behalf of your Information Services folks and four hundred stadium chairs for good measure - - and all the products are stored safely in your "cart." Wait a minute, you say. Is this a dream, some sort of alternate universe, or a "time continuum" of the Star Trek variety? Never fear, it's still the year 2000, and you're using the Ultimate Purchasing System. And, by the way, you've just saved your agency or school district about \$600 on the items in your electronic cart.

You give up, just what is The Ultimate Purchasing System (TUPS)? A perfect segue for your inquisitive **Shop Talk** reporter. Pat Kohler is the Assistant Director of the Office of State Purchasing (OSP) and she recently addressed more than 170 facility managers attending the recent Western Regional meeting of the National Association of State Facilities Administrators (NASFA) in SeaTac, Washington. She explained what TUPS is all about and answered questions of the diverse audience.

"It is a new way of doing business online," said Kohler. "It's an on-line purchasing system, where customers may shop, go through the approval process, follow entity business rules, receive and pay for the items — all done electronically. Orders will be sent directly to vendors in order to speed confirmation and delivery."

Washington state's Department of General Administration has a contract in place to launch TUPS, designed to manage \$1 billion in goods and services Washington state uses annually. When complete, the Internet-



**Pat Kohler**, Assistant Director, Office of State Procurement, explains the benefits of TUPS to a State Cooperative member.  
Photo by Bob MacKenzie

based system will bring new convenience to hundreds of state agencies, cities, counties, school districts, and non-profit organizations. The system will be similar to consumer operations in which customers select items, direct them to a digital shopping cart and pay for them electronically. Orders will be sent directly to vendors, speeding confirmations and deliveries.



**Shawndra Michell** emphasizes an attribute of the TUPS system to **Bill Joplin** (back toward camera) Manager of Purchasing and Contracts.  
Photo by Bob MacKenzie

Shawndra Michell, also from OSP, is assisting Pat Kohler and other TUPS project members. She spoke about TUPS with **Shop Talk**.

"When complete, the Internet-based system will bring new convenience to Plant Operations Support members, other public organizations and non-profit organizations," she said. "The system provides a much larger audience for vendors and will serve to drive prices down and choices up."

General Administration has signed a contract to use Buysense, an electronic commerce service developed by Virginia firm American Management Systems (AMS) and supported by Ariba software, to provide functionality for The Ultimate Purchasing System. AMS will develop and house the system, saving Washington state the expense of adding computer hardware and technical staff to manage operations. Kohler and Michell emphasize that TUPS will save the facility managers and others in their organizations time and money by making a wide variety of items accessible from one location.

### How can TUPS help you?

- Pictures & links available for product detail.
- Online buying available 24 hours a day, seven days a week.
- Reports on frequently purchased items, which allow GA/OSP to seek volume discounts.
- Electronic document routing for approval, order, receipt and payment.
- Ability to integrate to all payment systems.
- Programs that provide tools and support to allow smaller businesses that are not yet ready for electronic commerce to create electronic catalogs. The catalogs would become part of TUPS.

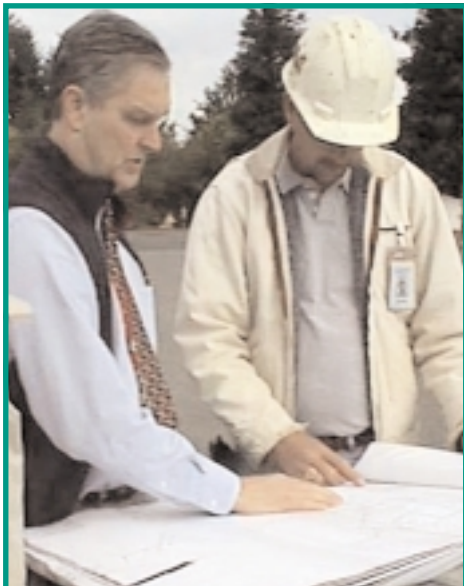
For more information about TUPS, contact Shawndra Michell, Supplier Enablement (GA/OSP), (360) 902-0925, E-mail: [smichel@ga.wa.gov](mailto:smichel@ga.wa.gov)

Amanda Leaverton is a staff intern with your Plant Operations Consortium. She holds a BA in English and is a Master's candidate at St. Martin's College in Lacey. Contact Mandy @ (360) 902-7277, E-mail: [aleaver@ga.wa.gov](mailto:aleaver@ga.wa.gov)

## Consortium Member, Staff Pave New Paths in Collaborative Construction Management

By Phil Person, Consortium Facilities Resources Coordinator

This fall, your Plant Operations Consortium pioneered a new service, available to consortium members, with its partnership with the Peninsula School District, a member of long standing, toward the ultimate demolition of Henderson Bay Alternative High School in Gig Harbor, Washington. The goal of this partnership was to enable Peninsula SD to turn-over the ground where parts of the old school used to sit to the City of Gig Harbor - less the underground



**Jim Bellamy** (left) discusses environmental services work with Correctional Industries' **John Orten** on the Henderson Bay High School demolition site.

*Photo by Phil Person*

storage tanks (USTs), asbestos, and other potentially hazardous materials.

The partnership initially began as a result of the resourceful thinking of Jim Bellamy, Facility Planner for Peninsula School District. Like most facilities managers, Jim's plate was already overflowing when he was given the additional responsibility of completing this very important pre-demolition project on an equally condensed timeline. Jim turned to his Consortium staff and asked them if they could assist in completing the project within the budgeted time and funding, enabling Jim to keep his primary focus on his many other duties.

Bellamy conferred with Bob MacKenzie of Plant Ops and together they got the ball rolling. One significant consideration in their planning was the need to account for certain parts of the school structures being occupied by students and faculty until January 1, 2001. The plan Bellamy and MacKenzie developed split the overall demo project into two phases. Phase 1—completed at the time of this writing—saw the removal of the majority of the asphalt, two underground storage tanks, the school's four modular style portable outbuildings and a significant amount of asbestos-containing material. Phase 2 of the project will see the removal of the remainder of the school's property and buildings and return of the site to grade.

Following initial planning, Peninsula SD entered into an agreement with Consortium staff to manage all facets of the demo project. Phil Person of Plant Ops took on the role of project manager. In turn, Plant Ops entered into agreements with various contractors to complete the project. Fortunately, Plant Ops only had to go as far as a fellow Consortium member, the Department of Corrections and Correctional Industries (CI) for the majority of the Phase 1 labor.

CI proved to be a perfect fit for this task due to the depth of skills and experience they brought to the table. Ken Mensching, John Orton and their CI staff have the required environmental services experience, as well as the skills and knowledge needed for UST removal and disposal. Person worked with the various state and local offices to secure the permits, schedule the work and manage the overall project.

With Phase 1 nearing completion and Phase 2 scheduled to begin January 1, 2001, it is clear that sharing resources for project management and contracted services is a proven, sound concept. Another key virtue of this type of construction management is the cost savings—expected to be thousands of dollars in the case of Phase 1 of the Henderson Bay Alternative High School project. Don't be surprised when you read more "out-of-the-box" project management success stories in future editions of *Shop Talk*.

**For further information about Consortium construction management services, contact Phil Person @ (360) 902-0434 or E-mail: [person@ga.wa.gov](mailto:person@ga.wa.gov)**



**Phil Person**, Consortium Facilities Resources Coordinator

*Photo by Bob MacKenzie*

## Outsourcing

(Cont. from page 1)

"Many members are so overworked and overburdened they do not take the time to justify their staff with empirical data, nor do they utilize private-sector methods to capture costs and conduct comparison research," said Person. "For example, many principals of private sector manufacturing-based production and operations management apply to quantifying public facility in-house staff and could be used to satisfy the ever-present *bean-counting* threat."

Pack has volunteered to serve the Consortium *pro bono*, as time permits, as part of its No-Fault Effectiveness Assessment (NFEA) team. Under this program POS Consortium members may request an assessment of selected areas of their facility maintenance operations. Recent Consortium NFEAs have included evaluations of member indoor air quality programs, work order management processes, card-key access systems, and custodial and grounds operations. Pack and Associates can add depth and a proven analytical component to the team. Most NFEAs are provided to members at little or no cost.

"Outsourcing may be the answer to certain public facility functions," said Pack. "But, the process should be an even playing field, with decisions driven by good data. It's the responsibility of facility managers to capture those data now, not when the political winds of change are blowing so strongly there is little chance of success."

**For further information about outsourcing and quantifying in-house staff value, or the NFEA program, contact Andre Pack @ (425) 883-9927, E-mail: [ajpack@aol.com](mailto:ajpack@aol.com); or your Consortium staff @ (360) 902-7338, E-mail: [Plantop@ga.wa.gov](mailto:Plantop@ga.wa.gov)**



Andre Pack responds to a question from the audience during a NASFA keynote presentation.

# WSDOT Selects New Computer-Assisted Facilities Management System

**By Ron Niemi, Planning, Programming and Fiscal Manager, WSDOT**

The Washington State Department of Transportation's Computer-Aided Facilities Management (CAFM) team has selected *ArchibusFM* as the core of its corporate facilities management system.

"This is the culmination of a very deliberate process whereby we identified all of our key business functions and processes, all of our existing data sources and interfaces; then narrowed a field of nearly 30 third-party systems to the top two, based on identified criteria. We purchased single sets of the top two products, loaded real WSDOT data into them, and tested their functionality," said Ron Niemi, Team Leader. "In the process, we recognized that none of the available CAFM systems support all of our key business functions. CAFM focuses on supporting "what you have now" (i.e. Inventory, Lease Management, Maintenance Management, Space Management)."

To fully automate WSDOT Facilities Management functions, the team will be linking a third party capital/renovation condition assessment, prioritization and planning package and a project management package to *ArchibusFM*.

The Consortium has been kept abreast of WSDOT's selection process, because of its continued interest in and support of their efforts. WSDOT welcomes other strategic partners in their implementation efforts. They are not "plugging" *ArchibusFM*, but merely providing an overview of WSDOT's comprehensive selection process.

**For further information about WSDOT's assessment and selection of *ArchibusFM*, contact Tom Kuchman, P.E., C.S.P. Facilities Office, Washington State Department of Transportation, (360) 705-7437, E-mail: [KuchmaT@WSDOT.WA.GOV](mailto:KuchmaT@WSDOT.WA.GOV)**



*The WSDOT Facilities Office CAFM team is comprised of members from around Washington state and includes Andy Blomberg, NW Region; Russ Humphreys, Eastern Region; Myrna Frasier, Olympia Office Services; Bill Shisler, Olympia Facilities Office; Ron Sisson, Olympia Facilities Office; Tom Kuchman, Olympia Facilities Office - System Administrator; and Ron Niemi, Olympia Facilities Office - Team Leader*